

## **IV. Eligibility Determination and Redetermination**

### **A. Eligibility Determination Process**

**An eligibility determination means a decision pursuant to an application for social services which is based on information necessary to determine whether an individual meets the conditions of eligibility for the service(s) requested. Conditions of eligibility include:**

**basic eligibility criteria applicable to the program or funding source under which the service is made available; and**

**conditions of need specified in the target population for the services requested.**

**[10A NCAC 71R .0601]**

**The individual making application shall provide information which will enable the agency to reach an eligibility decision. Failure on the part of the individual making application to provide such information or to cooperate with the agency in determining eligibility are grounds for delay in processing an application and reaching an eligibility decision or for denial of services.**

**[10A NCAC 71R .0601]**

**An individual may apply for social services and have his/her application acted upon no more than 30 calendar days from the application date.**

**[10A NCAC 71R .0402]**

The agency has 30 calendar days from the date the applicant signed the application to make an eligibility decision on the service(s) requested. If the application is received through the mail the beginning date is the date the agency received the request.

Acceptable grounds for a delay beyond the thirty (30) calendar days occurs when the applicant delays in providing necessary information to reach an eligibility decision. The social worker should document the reasons for the delay.

### **B. Basis for Establishing Eligibility for Services**

**Eligibility for services is established on the basis of:**

**a signed, dated application, if required;**

**the agency's determination that the individual meets the conditions of eligibility;**

**availability of the service in the county in which the individual has legal residence; and**

**availability of the service to the individual's category of eligibility.**

**[10A NCAC 71R .0602]**

Each service may have additional eligibility requirements, such as specified target populations and income requirements. Refer to the program manual that governs the specific requested service to see if there are additional eligibility requirements. For services funded with Social Services Block Grant (SSBG) funds, see section XI of this manual.

### **C. Basis for Denial, Modification and/or Termination**

**Reasons for the denial of an application for services and reasons for the termination of services include the following:**

**the individual has failed to cooperate with the agency in determining (or redetermining) eligibility;**

**the individual cannot be located to allow for determination (or redetermination) of eligibility;**

**the individual has been determined to be not eligible for the services requested on the basis that (s)he does not meet (or because of changing circumstances, no longer meets) the conditions of eligibility for the program funding sources under which the service is provided or the definition of the target population for receipt of the service;**

**the service is not available in the county in which the individual has legal residence;**

**the service will not be available in sufficient time to ensure its prompt provision;**

**the agency has exhausted its funds for the provision of the service for that program year;**

**the individual has notified the agency that (s)he no longer wants or needs the service;**

**the agency has determined that the individual is no longer able to avail himself/herself of the service because (s)he has moved to another county or is in an institution;**

**the individual has failed to utilize the service or to cooperate in service delivery;**

**the individual is residing in a facility or institution and the funding source prohibits provision of the service to clients in facilities or institutions; or**

**the individual fails to meet any other conditions set forth in Chapters 70 and 71 of 10A NCAC governing the delivery of the service. [10A NCAC 71R .0603]**

**The agency must document the basis for denial or termination of services on the notice to the client, except in cases where notice is not required as set forth in [10A NCAC 71R.0603]**

Termination and modification should involve a discussion with the client/family prior to his/her receipt of a written notice. This discussion should be documented in the record.

#### **D. Documentation of Eligibility Decision**

**The agency shall document information pertinent to meeting conditions of eligibility in the individual's service record.**

**The agency shall document the eligibility decision, the date of the decision and the service worker/case manager making the decision on the application form.**

**The agency shall document the beginning and ending date for all services provided with regard to income.**

**For all services provided without regard to income, except for child care services, the agency shall document the beginning date, which is the eligibility date. [10A NCAC 71R .0605]**

If eligibility documentation is in the narrative recording, the date of the narrative should be noted in the comments section on the DSS-5027 or an equivalent form approved by the appropriate State agency. See SIS Manual <http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/man/>.

The date of the worker's signature should be the date of the eligibility decision unless the DSS 5027 is auto-generated by the DSS 5104.

Document the eligibility decision in Section B.8 of the DSS 5027; document the period of time covered by the eligibility decision in Section C of the DSS 5027.

For additional information about documentation of the period of time covered for child care services, see the Child Care Subsidy Manual.  
<http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/man/index.htm>

## **E. Redetermination of Eligibility**

**Redetermination of eligibility and need must be made at least every twelve months for services available with regard to income.**

**The agency shall make a redetermination of eligibility and need for the following services every 12 months:**

- **child care services;**
- **transportation; and**
- **health support – abortion and sterilization components which are federally funded.**

**Requirements and procedures for a redetermination are the same as those for eligibility determination for services provided with regard to income.**

**Eligibility for services provided without regard to income is based on need, and services shall continue until determined no longer appropriate.**

**The agency shall make a redetermination of eligibility and need when there is new information provided to the agency about changes in the client's circumstances that affect his/her eligibility.** [10A NCAC 71R .0604]

**Some programs have specific documentation requirements at the time of redetermination. Refer to program specific manuals for these requirements.**

<http://info.dhhs.state.nc.us/olm/manuals/default.aspx>